

FIG. 1

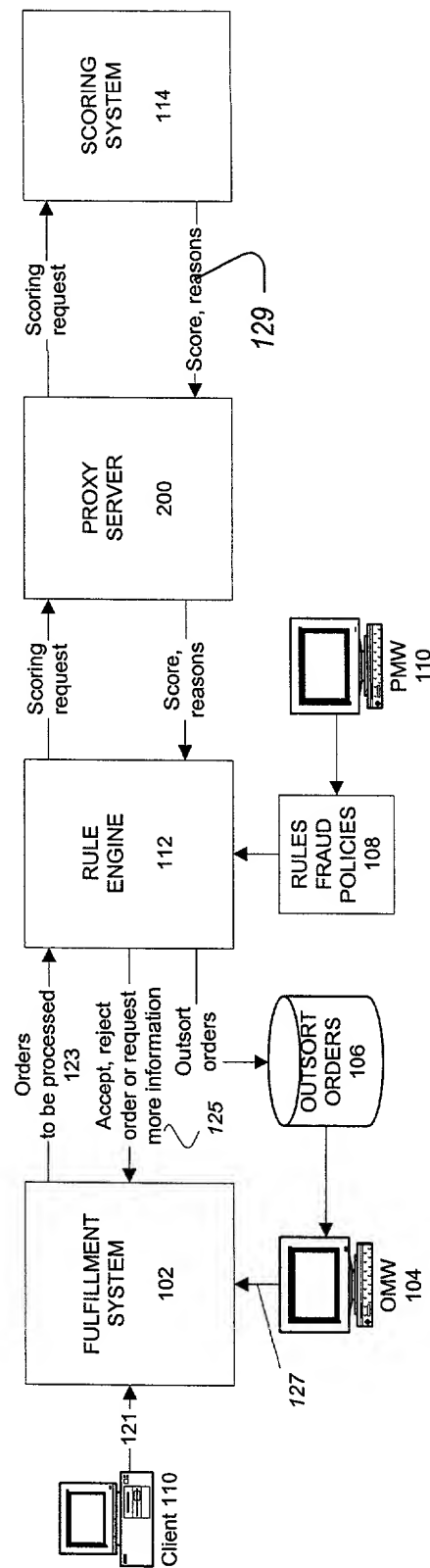


FIG. 2

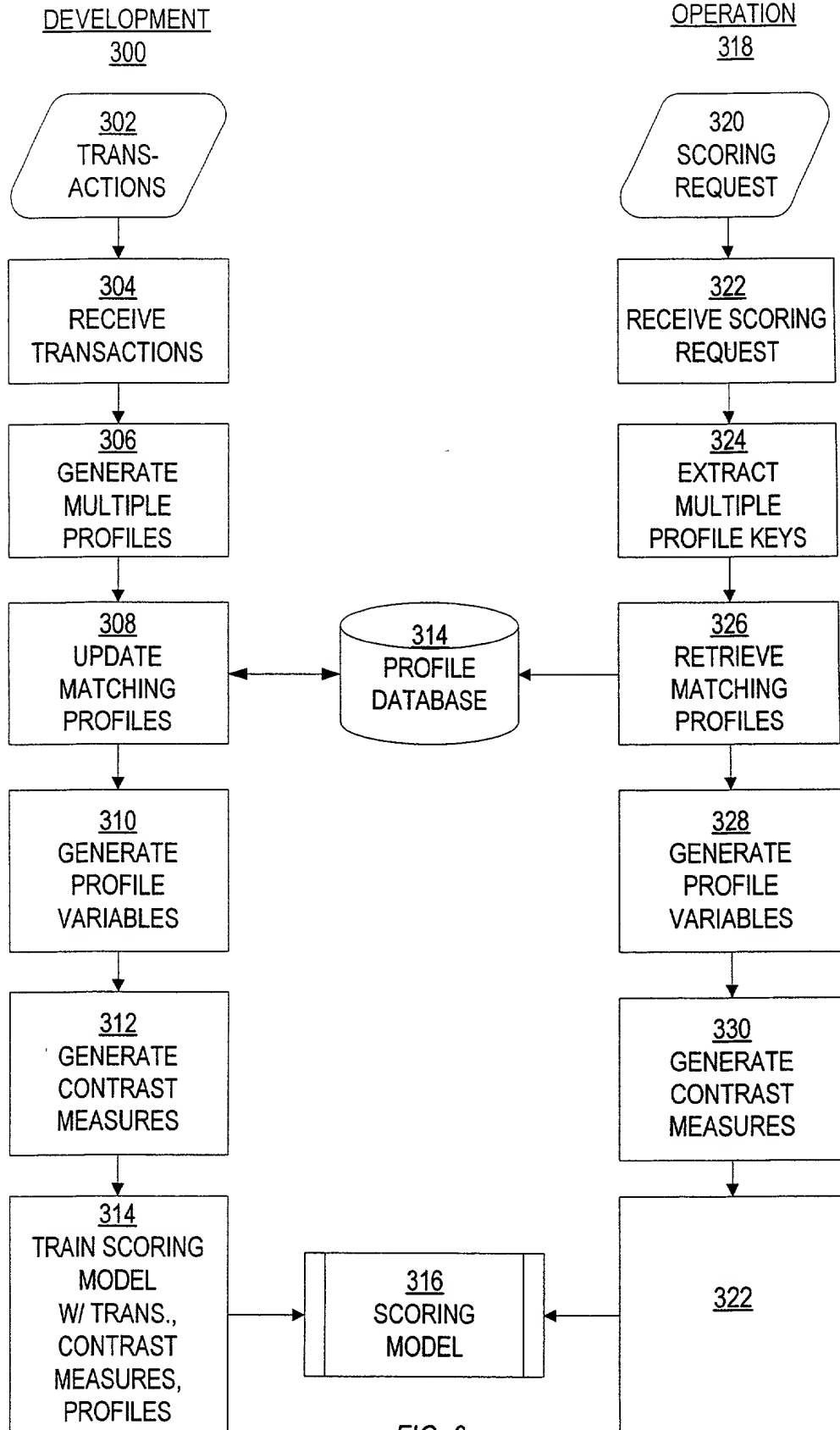


FIG. 3

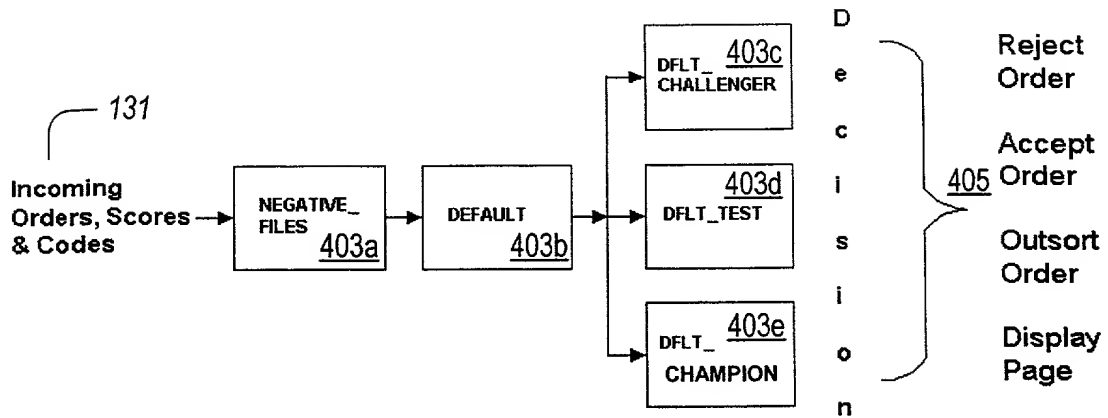


FIG. 4

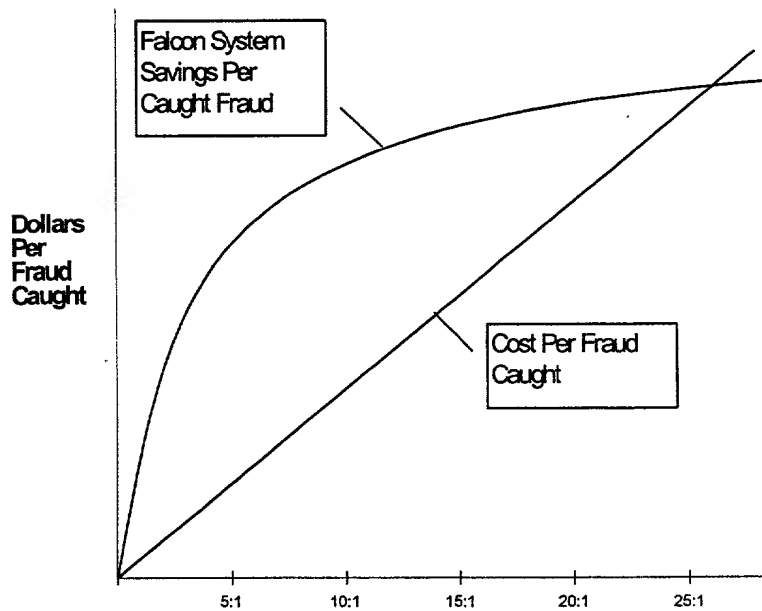


FIG. 5

600

Order ID	Order Date	Order Time	Authorization Amount	Auth Date	Authorization	AVS Response	Card Number	Card Type	Card Expiration Date
560	7/28/99	7:30:00 AM	\$45,023.00	7/28/99 08:35	A		1020103560 D		12/01
561	7/28/99	12:45:00 PM	\$93,056.00	8/1/99 77	X		102012561 A		04/04
561	7/28/99	12:31:00 PM	\$5,000.00	7/28/99 75	Z		102102560 E		02/12
189	7/28/99	6:45:00 AM	\$56,891.00	7/28/99 00	X		42173556-6945 J		03/01
563	7/28/99	12:16:00 PM	\$5,000.00	8/2/99 51	W		102102563 Y		01/02

FIG. 6

700

Order Status - 560

Status: Reject Order

Reason: NSF

Comments: Called the customer's bank. The bank confirmed NSF status.

Actions:

- ☒ Call Bank
- ☐ Call Customer
- ☐ Call Merchant
- ☐ Contact ISP
- ☒ E-mail Customer
- ☒ Freeze Order
- ☐ Send Letter to Customer

Buttons: OK Cancel

FIG. 7

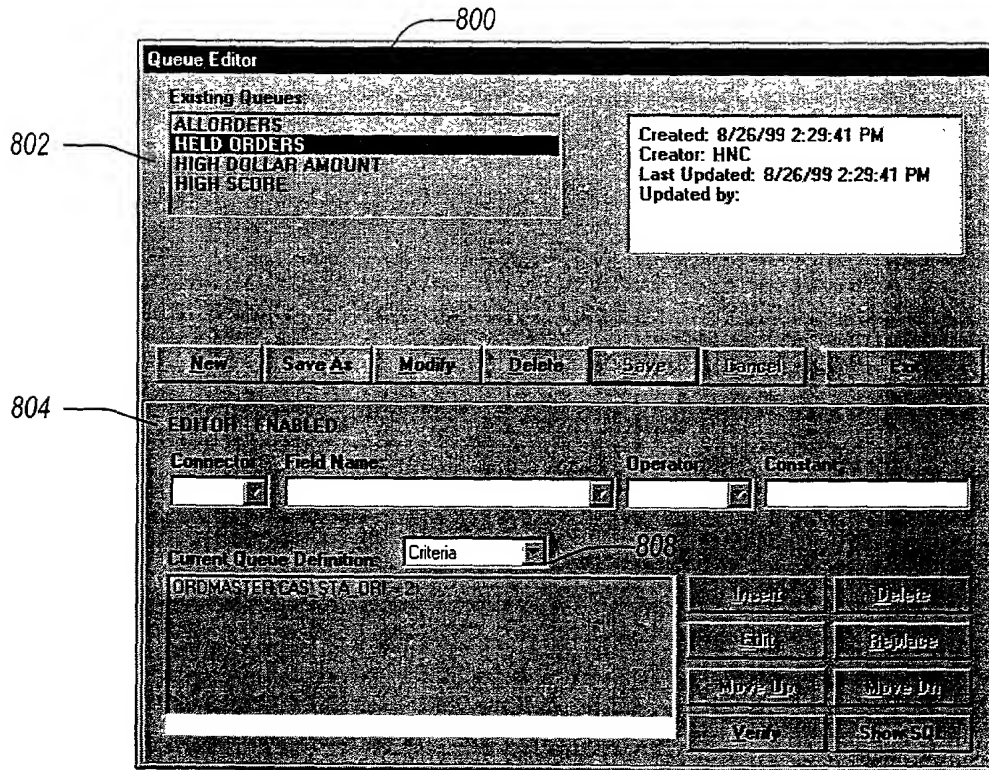


FIG. 8

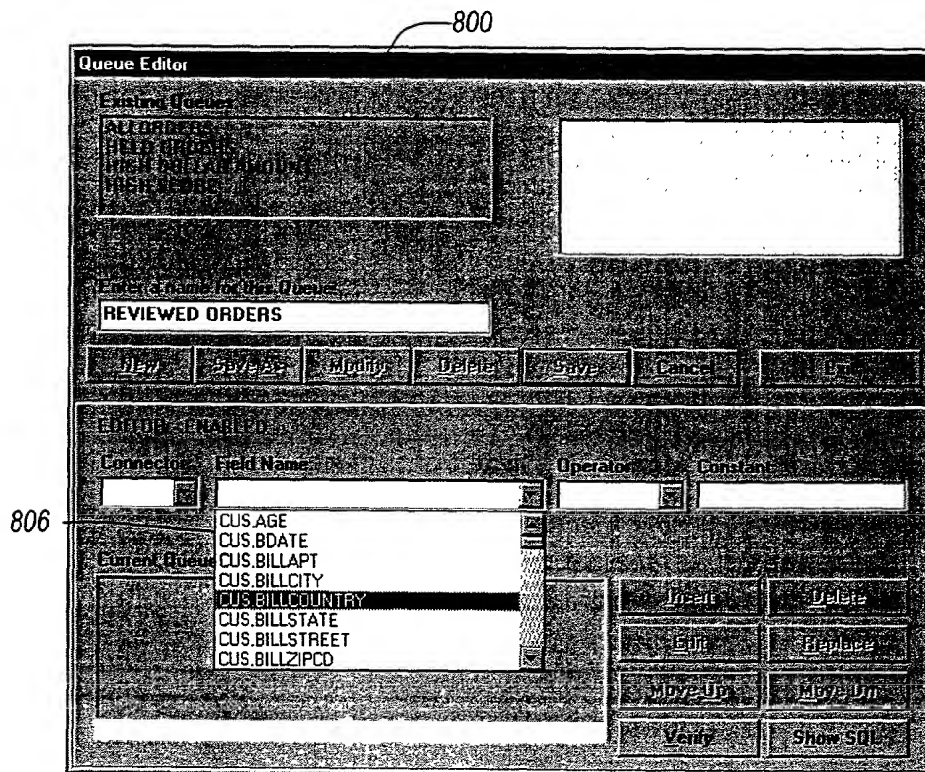


FIG. 9

Queue Editor

SELECT DISTINCTROW ORDERMASTER.MERCHANTID,ORDERMASTER.ORDERID FROM ORDERMASTER

FIG. 10

804

EDITOR: ENABLED

812 Field Name: ORDERMASTER.ORDERID Operator: DESC

Custom Queue Definition: Order By: 810

ORDERMASTER.ORDERID DESC

Insert	Desc
Del	Replace
Move Up	Move Down
View	Show SQL

FIG. 11

1200

Assign Queues to Users

User: dgreene 1202

Available Queues: 1204

ALLORDERS
HELD ORDERS

Assigned Queues: 1206

HIGH DOLLAR AMOUNT
HIGH SCORE

Buttons: Assign, Remove, Move Up, Move Down

FIG. 12

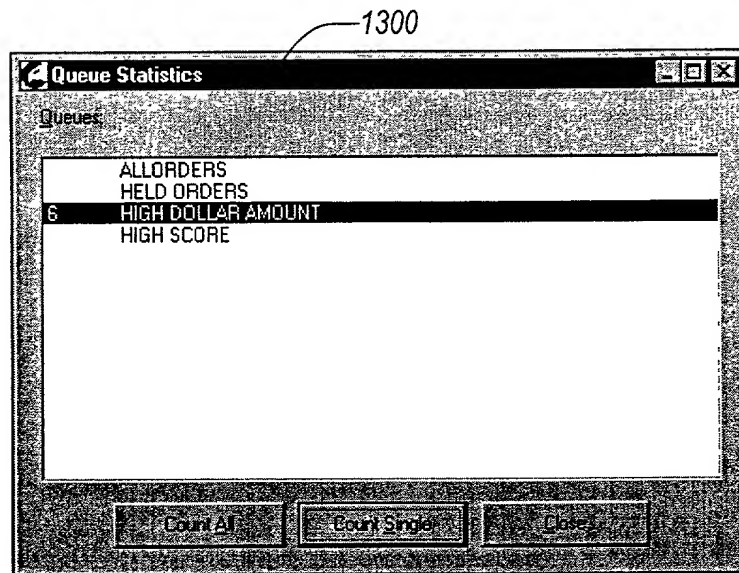


FIG. 13